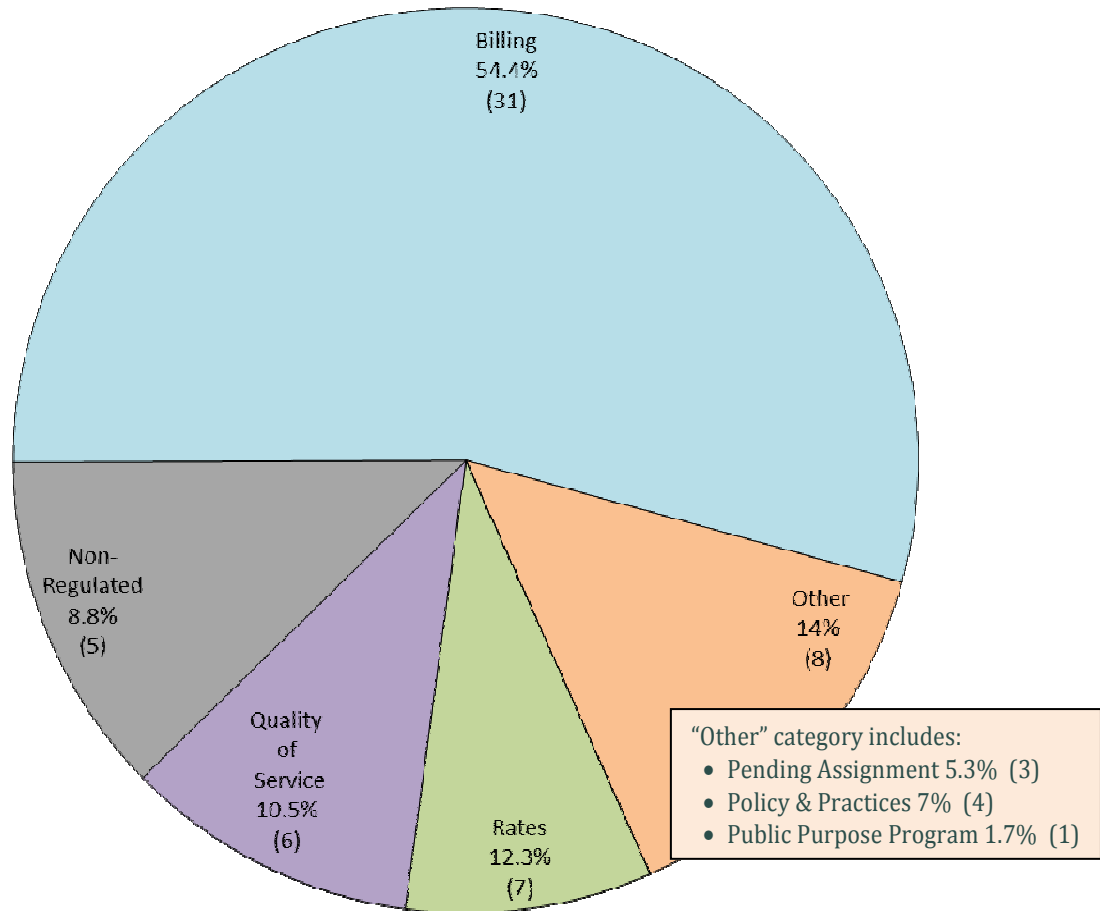


California Public Utilities Commission

November 2013

57 Consumer Contacts* to the Consumer Affairs Branch (CAB) on
Water Utilities



*Numbers in parenthesis are the actual number of contacts (phone calls, electronic submissions, or letters) received by the Consumer Affairs Branch for each primary category in the Consumer Information Management System (CIMS).

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Top 10 Sub-categories in the Water Industry* Questions, Inquiries, and Complaints Received by CAB <i>Identifies most common consumer topics related to Water in the current month</i>	
Topic	Description
High Bill	Refers to complaints regarding bills that are higher than normal, and consumers cannot think of possible reasons that could account for the level of use as stated on the bill. This also includes duplicate billing issues.
Payment Arrangements	Refers to a form of utility assistance that allows consumers to repay a past due bill amount over a period of time. Many utilities do not offer this type of arrangement particularly the cell phone industry. Utilities may elect not to enter into a pay plan with consumers based on a prior broken arrangement.
Disconnection Non Payment	Refers to a consumer's utility service being shut off. This can be initiated by the consumer or by the utility for a non-payment.
Rate Protest	Refers to any complaint relating to a rate proposal that is pending or has been approved by the Commission. If pending, complaint may be referred to the Public Advisor's Office (PAO).
Non Jurisdictional Company Practice	Refers to utility processes not related to the regulated oversight of the Commission. The major source of this subcategory, are operational decisions a utility company enforces (Not included: tariffs, rates, rules, and billing dates). For example, most operational decisions include matters related to labor relations, decisions to consolidate the utilities workforce, or determining where the utility can cost effectively provide service.
Other Charges	Refers to roaming, 411, returned check charges, transfer charges, activation fee, and charges accrued after account has been closed.
Abusive Marketing	Refers to the practice of misleading a utility customer by not providing a promised service or specific price, failing to provide proper disclosures, or adding extra services/features without consent from the consumer.
Commission Policy/Rules	Refers to consumer questions, complaints, or concerns regarding Commission policies, practices, rules, general orders, or decisions. Only for Commission actions.
Payment Error	Refers to misapplied payments, auto-pay errors, and wrong payment amounts credited to a consumer's utility bill.
Rate Design	Refers to contacts concerning CPUC determination of utility rates that apply to a given class or type of customer service (include residential, commercial, industrial, and agricultural).

*CAB recently upgraded its internal database with a new Business Rules Manager in order to improve case processing. For the month of November 2013, the top ten subcategories of contacts to CAB will be provided on an industry-wide basis, which is different from what has been provided in previous months. CAB will provide more specific industry data on subcategories in early 2014.

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